

Survey Responses  
COVID-19 Unemployment Benefits

**Since February 1, 2020, have you applied or attempted to apply to receive unemployment benefits through Florida's Reemployment Assistance Program?**

Yes, and my application was processed, but I have not yet received my benefits.	2331	(48.9%)
Other	1252	(26.3%)
Yes, but I have been unable to complete my application due to problems with the process.	760	(15.9%)
Yes, and my application was processed and I received my benefits.	422	(8.9%)

**Since February 1, 2020, if you applied or attempted to apply to receive unemployment benefits through Florida's Reemployment Assistance Program, what method did you use or attempt to use? Check all that apply.**

Online portal	4031	(54%)
Mobile phone app/website	1437	(19.3%)
By telephone	1048	(14.1%)
By mail	759	(10.2%)
Other	151	(2%)
In person at a Florida Unemployment Office	32	(0.4%)

**Since February 1, 2020, if you applied or attempted to apply to receive unemployment benefits through Florida's Reemployment Assistance Program, how would you rate your experience so far with the application process?**

Very negative	3940	(88.7%)
Somewhat negative	251	(5.6%)
Neutral	108	(2.4%)
Other	99	(2.2%)
Somewhat positive	35	(0.8%)
Very positive	10	(0.2%)

**If you successfully completed an application for unemployment benefits at any time from Feb. 1, 2020, until today, about how long did the process take from the time you began your application until it was successfully processed by the State of Florida?**

More than a month	1949	(45.1%)
Other	1018	(23.6%)
A few weeks	658	(15.2%)
About a week	333	(7.7%)
A few days	254	(5.9%)
One day or less	105	(2.4%)

**If you successfully completed an application for unemployment benefits at any time from Feb. 1, 2020, until today, about how long did the process take from the time your application was successfully processed by the State of Florida until you received your first dollar in unemployment benefits?**

I have successfully applied, but have not yet received any benefits	2505	(58.6%)
More than a month	777	(18.2%)
Other	652	(15.3%)
A few weeks	242	(5.7%)
About a week	97	(2.3%)

**If you have been unable to complete or submit an application for unemployment benefits from Feb. 1, 2020, until today due to problems with the application process or portal, about how long have you been actively trying to submit your application?**

More than a month	1206	(38.7%)
Other	1012	(32.4%)
A few weeks	405	(13%)
A few days	205	(6.6%)
About a week	205	(6.6%)
One day or less	86	(2.8%)

**If you encountered problems with the application process, what were they? Please check all that apply.**

Online portal crashed, froze, or otherwise would not load	3944	(29.1%)
I was directed to call the Claims Assistance Call Center, but could not reach a person	1944	(14.3%)
I was asked about my job searches/asked to fill out a work requirement form	1735	(12.8%)
I had problems authenticating my identity	1575	(11.6%)
I recieved a denial despite the fact that I should have been eligible under CARES Act guidelines	1392	(10.3%)
I recieved a denial without explanation	1254	(9.2%)
I had problems obtaining a PIN	883	(6.5%)
Other	753	(5.6%)
I did not encounter any problems	79	(0.6%)

**Are you happy with the Florida department of economic opportunity's current handling of the sharp increase in unemployment due to the covid-19 pandemic?**

No	4233	(97.4%)
Yes	114	(2.6%)

**Since February 1, 2020, have you been terminated, laid off, furloughed, or otherwise separated from your employment through no fault of your own?**

Yes	4219	(97.1%)
No	124	(2.9%)

**Opt In**

Yes	4187	(100%)
-----	------	--------